

INFORMATION TECHNOLOGY BOARD
Office of Traffic Safety
MEETING MINUTES
FEBRUARY 23, 2004

- The meeting was called to order at 9:15 a.m.
- Dr. Bob Wallace, Chairman, welcomed the group and introduced Jane Phillips, the Vice Chair.
- Dennis Shrader, Governor's Office of Homeland Security (OHS), reported on his vision of the Office of Homeland Security. The OHS:
 - comprises a small office with support from MEMA (MD Emergency Management Agency)
 - wants to be able to sustain a state of readiness and be prepared for any disasters, (natural or otherwise)
 - focuses on building a seamless public safety system (awareness through prevention) through information sharing, coordination, work collaboration, and interoperability among agencies
 - reshaping MEMA to be 24/7, regional, and more customer-oriented
 - maintains there is a fine line when working with the media
 - is about leadership, taking charge of problematic situations
 - Dennis proposes mirroring the National Homeland Security's strategies and having industry leaders look introspectively to determine an internal process to improve existing basic business practices. "How do we make our industry better"? Terrorists work through our weaknesses. We need to work collaboratively, share information among ourselves and have interoperability among various factions.
- Ellis Kitchen, the newly appointed State CIO, shared his optimistic outline for the future:
 - Ellis foresees no fundamental changes in operations, merely subtle ones.
 - Reported that there are approximately 50 Statewide contracts, all of which are being re-competed. Of these, about 20% were re-competed last year, including the following services:
 - Cellular
 - Inter/intra LATA
 - Network communications equipment
 - Inmate payphones
 - Pagers

- The following are in the process of being re-competed:
 - Toll Free
 - Call Centers
 - Telecom Billing Audit
 - Microwave Towers
 - Internet Service Provider
 - Phone equipment & maintenance
- Interoperability among State agencies
 - Networks
 - BER.net – allows University of Maryland and Johns Hopkins to move a large amount of files
 - NetworkMaryland – Services:
 - Statewide Government Intranet
 - InterLATA Layer 2 (circuit-switched transport)
 - Internet Services (ISP)
 - 65% of Executive agencies are on networkMaryland
- Policies & Procedures in the Pipeline:
 - Internet Security
 - How to obtain/use cellular services
 - IT Master Plans
 - Nonvisual Access
 - Continuity of Operations
 - Joint Chairmen's Report (JCR) Process for Broadband Services
- Industry
 - Softened terms & conditions—mainly liability
 - Roll-out of digital services in rural areas of Eastern Shore & Western Maryland with a virtual point of presence (PoP)
 - Resource sharing agreements
- Collaboration among agencies
 - Microwave towers
 - Cooperative initiative with Homeland Security
- Where will we go?
 - Basics are very good in State agencies. We will improve what we're doing:
 - State Standards will be put into place
 - We will continue to re-compete IT contracts

- We need to be more cost-effective and self-funding
- NetworkMaryland
 - Will have a PoP in each county seat
 - Cost per unit will decrease
 - Telemedicine
 - All Executive agencies will be on the network by the end of 2005
- Vendors:
 - Help the State solve a problem in a cost-effective way
 - State will re-compete for better prices
- Failed Projects Must Stop
 - Projects fail because of lack of understanding/communication; task is underestimated; successful bidder bids on criteria that are later changed.
 - The State, industry, and citizens all suffer
 - State wants third parties to analyze business problems of State agencies and offer solutions
 - Peer Review
 - Independent validation
 - Include user groups to collaborate on future projects
- 4 “Cs” (example: multi-service center using a common platform) provide the backbone of Ellis’ vision:
 - Collaboration
 - Consultation
 - Competition
 - Consolidation
- The State’s GOAL is to develop a partnership between industry and government to better serve the citizens of Maryland.
- ITB Business
 - Chairman Bob Wallace stressed the ITB Mission is to develop a relationship among government, industry and citizens by communicating, sharing and transferring information.
 - He hopes to foster Executive Agency leadership at ITB meetings on a monthly basis.

- He hopes to have George Pappas (Advanced Technology Commission) or Chris Foster, along with Sharon Pinder (Office of Minority Affairs, together with one State Cabinet Secretary as guest speakers for the March 31st meeting.
 - Bob distributed Financial Disclosure Statements to each Board member present and will mail copies to absent members. Upon completion, they are to be returned directly to the State Ethics Commission.
 - ITB sub-committees are being formed (slide shown).
- The meeting adjourned at 11:00 a.m.

Minutes submitted by Joanne Rusk (DBM)